



Revision number: 18

Purchasing Agent: GLENDON MITCHELL

Item: COMPUTERS - PC STORE

Vendor: 31233J CONNECTING POINT
3905 RIVERDALE ROAD
OGDEN UT 84405-1410

Internet Homepage:

Telephone: SEE ORDER INFORMATION

Fax number: SEE ORDER INFORMATION

Contact: SEE ORDER INFORMATION

Email address:

Brand/trade name:

Price: CONTACT VENDOR FOR PRICING
Terms: NET 30
Effective dates: 08/01/01 through 11/30/01
Days required for delivery: SEE DELIVERY INFORMATION ON PAGE 3
Price guarantee period:
Minimum order:
Min shipment without charges: SEE FREIGHT TERMS AND DELIVERY INFORMATION

Other conditions: THERE ARE A **FEW EXCEPTIONS** OF PRODUCTS THAT CAN NOT BE PURCHASED FROM CONNECTING POINT OFF THIS CONTRACT. THEY ARE: PROJECTORS (PANELS, OVERHEAD AND LCD), ELECTRONIC WHITEBOARDS, SWITCHING EQUIPMENT (SWITCHES, ROUTERS, HUBS, AND FIRE WALLS). OTHER CONTRACTS ARE AVAILABLE FOR THESE ITEMS.

NOTE: AS OF AUGUST 29, 2001, CONNECTING POINT IS CLOSING BUSINESS AND CAN NO LONGER ACCEPT NEW ORDERS. ALL OUTSTANDING INVOICES FOR RECEIVED ORDERS MUST BE PAID TO THE "REMIT TO" ADDRESS BELOW. PLEASE CANCEL ANY UNFULFILLED ORDERS. PLEASE SEE REFERENCE TO OTHER PC STORE STATEWIDE CONTRACTS BELOW.

REMIT TO ADDRESS: 31233J-A MBS CONNECTING POINT
% DEUTSCHE FINANCIAL SERVICES
PO BOX 271494
SALT LAKE CITY, UT 84127-1494

This is a multiple award contract. Users must review all the following contracts for optimal pricing, delivery and service: MA-362 (Valcom) and MA-371 (Uinta Business). Document purchasing selection.

For mail order PC's please see: MA-432 (Compaq), MA--575 (Gateway) and MA-1137 (Dell), MA-130 (IBM)

This contract covers only those items listed in the price schedule. It is the responsibility of the agency to ensure that other items purchased are invoiced separately. State agencies will place orders directly with the vendor (creating a PG in Finet) and make payments for the same on a PV referencing the original PG. Agencies will return to the vendor any invoice which reflects incorrect pricing.



NOTE: AS OF AUGUST 29, 2001, CONNECTING POINT IS CLOSING BUSINESS AND CAN NO LONGER ACCEPT NEW ORDERS. ALL OUTSTANDING INVOICES FOR RECEIVED ORDERS MUST BE PAID TO THE "REMIT TO" ADDRESS ON PAGE ONE OF THE CONTRACT INFORMATION SHEET. PLEASE CANCEL ANY UNFULFILLED ORDERS. PLEASE SEE REFERENCE TO OTHER PC STORE STATEWIDE CONTRACTS ON PAGE ONE OF THE CONTRACT INFORMATION SHEET.

WARRANTY & YEAR 2000 COMPLIANCY

CONNECTING POINT IS IN FULL AGREEMENT WITH THE STATE OF UTAH'S WARRANTY AND YEAR 2000 COMPLIANCY CLAUSE.

PRODUCT ORDERING INFORMATION

TERMS OF SALE - COST PLUS 6.38% PER ITEM.

TELEPHONE NUMBER(S) FOR ORDER PLACEMENT

SALT LAKE CITY	(801) 359-2233
SALT LAKE CITY TOLL FREE	(888) 285-8981
OGDEN	(801) 621-5244
OGDEN TOLL FREE	(800) 339-3914

FAX NUMBER(S) FOR ORDER PLACEMENT

SALT LAKE CITY	(801) 359-5544
OGDEN	(801) 621-0118

NAMES OF PERSONS RESPONSIBLE FOR TAKING ORDERS

Jan Jensen	(801) 531-3883 S.L.C.
Sue Iacobellis	(801) 531-3883 S.L.C.
Raven Abaroa	(801) 531-3887 S.L.C.
Shaun Steel (EDUCATION)	(801) 531-3892 S.L.C.
Tonya Steel (EDUCATION)	(801) 359-2233 S.L.C.
Dale Jensen	(801) 621-5244 OGDEN
Jeff Berglund (EDUCATION)	(801) 621-5244 OGDEN
Jody Robb (ORDER COORDINATOR)	(801) 621-5244 OGDEN
Tina Archibald (PURCHASING AG.)	(801) 621-5244 OGDEN

FIRST CONTACT - YOUR SALESPERSON SEE ABOVE

SERVICE ORDERING INFORMATION

TELEPHONE NUMBER(S) FOR ORDER PLACEMENT

SALT LAKE CITY	(801) 359-2233
OGDEN	(801) 621-5244
ALTERNATE	(800) 339-3914

FAX NUMBER(S) FOR SERVICE ORDER PLACEMENT

SALT LAKE CITY	(801) 359-5544
OGDEN	(801) 621-0118

1-800 TOLL FREE NUMBER 1-800-339-3914

NAMES OF PERSONS RESPONSIBLE FOR TAKING SERVICE ORDERS

OGDEN OFFICE	(801) 621-5244
Val Barrett - SERVICE COORDINATOR	
Kenny Kawa - ASSISTANT SERVICE COORDINATOR	

SALT LAKE OFFICE	(801) 359-2233
Brent Wood - SERVICE MANAGER	
Heidi Smith - ASSISTANT SERVICE COORDINATOR	
Monique Bradley - ASSISTANT SERVICE COORDINATOR	

**TECHNICAL QUESTIONS**

TELEPHONE NUMBER(S) FOR TECHNICAL QUESTIONS:

OGDEN OFFICE	(801) 621-5244
SALT LAKE TOLL FREE	(888) 285-8981
SALT LAKE OFFICE	(801) 359-2233
TOLL FREE	(800) 339-3914

CONTACT NAME(S):

DAVE BERGLUND	OGDEN OFFICE
JEREMY ARCHIBALD	OGDEN OFFICE
MARK ASTON	OGDEN OFFICE
PETER SCHIERMEYER	OGDEN OFFICE
ANTHONY JOHNSTON	SALT LAKE OFFICE
LEE SEIFERT	SALT LAKE OFFICE
KRISTY EASTMAN	SALT LAKE OFFICE

FREIGHT TERMS: FOB DESTINATION PREPAID, NO CHARGE TO CUSTOMER. NO MINIMUM INVOICE CHARGE.

DELIVERY INFORMATION**ITEMS****WITHOUT SETUP****WITH SETUP**

COMMONLY STOCKED ITEMS
(IN UTAH WAREHOUSE)

UP TO 4 WORKDAYS

UP TO 6 WORKDAYS

SPECIAL ORDER ITEMS

UP TO 7 WORKDAYS

UP TO 9 WORKDAYS

ITEMS STOCKED AT DISTRIBUTOR

UP TO 5 WORKDAYS

UP TO 7 WORKDAYS

EXPEDITE ORDERS: THOSE ORDERS THAT ARE OF AN URGENT NATURE & REQUIRE OVERNIGHT SHIPMENT. IF THE ORDER IS TO CP BY 2:30, AND IS IN STOCK AT THE DISTRIBUTOR OR IE WAREHOUSE, IT WILL BE DELIVERED TO THE STATE BY 2:00 PM THE FOLLOWING BUSINESS DAY. THERE WILL BE A \$20.00 SURCHARGE PLUS THE COST OF THE OVERNIGHT FREIGHT. IF THIS SCHEDULE IS NOT MET DUE TO AN ERROR ON THE PART OF CP, THERE WILL BE NO SURCHARGE OR FREIGHT CHARGE.

SUPPORT OFFERED AT NO COST

When a call is received by our Service Coordinator, it is his responsibility to gather the correct information regarding on-site service support or directing the call to a technician to assist the caller. If the call can be resolved over the phone there is no cost for this support. If the nature of the call requires on-site service, there will be the appropriate charges.

There are no charges for warranty repair that fall within the guidelines of the manufacturer.

In addition, presale configuration and integration are provided by the sales staff in conjunction with a staff CNE when a network is involved.

Connecting Point offers hardware support, most software, and total network support.

Products serviced in-house: Novell Networks; IBM computers; Compaq computers; AST computers; Macintosh computers; Toshiba computers; HP printers, servers, plotters; Lexmark printers; NEC computers and printers; Epson computers and printers; Okidata printers; all make of monitors.

Products not serviced in-house are sent to the manufacturer for service.

**SERVICE RATES**

<u>TYPE</u>	<u>M-F, 8-5, DEPOT</u>	<u>M-F, 8-5, ON SITE</u>	<u>AFTER HOURS</u>
REGULAR	\$55.00	\$68.50 + ON SITE FEE	\$85.00 + ON SITE FEE
CNE	N/A	\$68.50 + ON SITE FEE	\$95.00 + ON SITE FEE

Service rates are on a per hours basis. See map for on site fee areas and their charges. Area A will incur a \$25.00 onsite charge for non warranty and non onsite warranty services. Area B will be negotiated on a time and mileage basis. Mileage will be charged at \$0.22 per mile. Warranty service is at no charge to the customer.

WARRANTY WORK

Warranty work is authorized and completed according to the manufacturers designated warranty with reference to the proof of purchase. All warranty work is completed with reference to the proof of purchase. The proof of purchase is the only medium used to authorize warranty repair. Compaq and IBM only require serial numbers for warranty service.

- A. On-site warranty is completed according to the manufacturers' warranty with the proof of purchase as the medium of authorization. Some items may have to be taken to the depot for warranty repair but they are picked up and returned on-site by Connecting Point.
- B. Depot warranty maintenance is completed according to the manufacturers specifications and is authorized by the proof of purchase.
- C. Mail-in service is accomplished in the same manner as depot maintenance.

RMA PROGRAM

Return merchandise authorization includes: (1) all parts to repair defective equipment, (2) warranty replacement of equipment covered under warranty, and (3) items that are defective immediately upon receipt (DOA's). Most RMA's are returned within three working days. Equipment that is defective within 30 days of customers receipt can be processed as a DOA. When the service department determines the equipment or part is defective, the service coordinator will make immediate arrangements to have the defective part or equipment delivered to the RMA manager for replacement. It is our goal to resolve these problems as soon as possible to have our customers up and running immediately.

AREA OF STATE "EXCLUDED" FROM ON-SITE WARRANTY WORK OR SERVICE/SUPPORT

Connecting Point will perform manufacturer onsite warranty services at no additional charge in those areas that delivery is no charge. Some manufacturers will allow us to perform statewide free onsite warranty service on a case by case basis. Areas outside the listed counties may use mail-in warranty service or pay for an onsite visit. All equipment sold by Connecting Point carries a manufacturers warranty. This may or may not include on-site service.

GUARANTEED RESPONSE TIME FOR WARRANTY/SERVICE/SUPPORT WORK

When a service call is received, guaranteed on-site service response time is within 24 hours after the call is received in Area A. Area B will be limited by weather conditions and distance, and thus cannot be guaranteed. Connecting Point will arrive at your site to begin hardware maintenance service between 8:30 a.m. and 5:00 p.m., Monday through Friday, during the next working day after the day a call is received. This applies to sites within our service area

- A. Connecting Point will provide all labor, parts, and materials necessary to maintain in good operating condition products covered under the guidelines of the manufacturer's warranty.

When Connecting Point is notified of a failed machine our process to repair the equipment on-site takes top priority. If in fact a machine fails on arrival (DOA), the Service Coordinator has three options in order to replace defective equipment (see Options below). If the machine has been in service, and is not considered a DOA, the machine will need to be serviced. The major bottleneck in service is the availability of parts, a problem that is generally out of the control of Connecting Point. Connecting Point's first step when dealing with back ordered parts or large scale failures of a model of machine, is to involve the factory representative, in person. At this point, the factory can



generally supply substitute equipment on an overnight basis. Factory personnel will often be flown in from the manufacturer to make sure the service problem is corrected. This process has been successfully used for the Department of Human Services when failures occurred with AST, Storage Dimensions, and Compaq. Of course, when Connecting Point has loaner equipment available, it will be used for this purpose. There may be charges associated with this equipment, TBD on a case by case basis.

OPTIONS:

1. The defective equipment can be replaced out of stock. This is the most timely method for replacement defective equipment. This method can be used only if the exact equipment is in stock and is not designated to another customer.
2. The defective equipment can be returned directly to the manufacturer for DOA replacement for the customer. This method is effective and more timely if the exact equipment is available from the vendor and the manufacturer supports this method.
3. The equipment will be re-ordered via the normal ordering process by the RMA manager and the defective equipment will be returned to the vendor for credit to our account. Connecting Point maintains a limited number of replacement/loaner machines. They are allocated on an as needed basis first come first served.

1. PRE-SALE/POST SALES ENGINEERING SERVICES:

Presale engineering and configuration (1 & 2) are no charge if the equipment resulting from the services is available from Connecting Point on contract and is purchased there from. Post sales engineering on existing equipment will be billed at standard CNE rates or section 3A below.

2. SYSTEM CONFIGURATION TIME: HOURLY

Presale system configuration is no charge if the equipment resulting from the services is available from Connecting Point on contract and is purchased there from. Configuration on delivered hardware will be at standard service rates. Predelivery system configuration (those systems needing accessories and/or software added before delivery) will carry a \$8.00 per CPU charge. File servers will carry standard CNE service rates.

3. NETWORK INSTALLATION:

- | | |
|--------------------|---|
| A. HOURLY RATE | \$68.50/hr + On Site Fee |
| B. PER SERVER | \$250.00/server Netware ONLY, no users, no apps, etc |
| | \$500.00/server Netware and RAID/Mirror/or duplex drives |
| C. PER WORKSTATION | \$15.00/station. Includes NIC, attach to server, no applications. |

D. DISCOUNT FOR PURCHASE OF ENGINEERING HOURS

Engineer or technician time may be purchased in 10 hour blocks at a 10% discount. The discount will be calculated from the service rates listed.

FINET COMMODITY CODE(S):**MICROCOMPUTERS:**

20413000000-CABLES: PRINTER, DISK, NETWORK, ETC.

20416000000-CHIPS: ACCELERATOR, GRAPHICS, MATH CO-PROCESSOR, MEMORY (RAM & ROM)
NETWORK, ETC.

20419000000-COMMUNICATION BOARDS: FAX, MODEM (INTERNAL), ETC.

20433000000-DRIVES, COMPACT DISK (CD ROM, ETC.)

20435000000-DRIVES, HARD/FIXED DISK

20437000000-DRIVES, TAPE

20442000000-EXPANSION/ACCELERATOR BOARDS: MEMORY, PROCESSOR, ETC.

20448000000-KEYBOARDS

FINET COMMODITY CODE(S):

20453000000-MICROCOMPUTERS, DESKTOP OR TOWERBASED



20454000000-MICROCOMPUTERS, HANDHELD, LAPTOP, AND NOTEBOOK
20455000000-MICROCOMPUTERS, MULTI-PROCESSOR
20458000000-MODEMS, EXTERNAL, DATA COMMUNICATIONS
20460000000-MONITORS, COLOR AND MONOCHROME (CGA, VGA, SVGA, ETC.)
20468000000-PERIPHERALS, MISCELLANEOUS: JOY STICKS, GRAPHIC DIGITIZERS, LIGHT
PENS, MICE, PEN PADS, TRACKBALLS, ETC.
20471000000-PLOTTERS, GRAPHIC
20475000000-PRINTERS, DOT MATRIX
20476000000-PRINTERS, INKJET
20477000000-PRINTERS, LASER
20488000000-SCANNERS, DOCUMENT: HANDHELD, DESKTOP AND HIGH VOLUME
20820000000-BUSINESS SOFTWARE, MISC.: AGENDA, LABELS, MAIL LIST, PLANNING,
SCHEDULING, ETC.
20830000000-COMPUTER AIDED DESIGN
20837000000-DATABASE
20839000000-DESKTOP PUBLISHING
20850000000-GRAPHICS: CLIP ART, DEMOS, PRESENTATION, SLIDE SHOWS, ETC.
20867000000-PROGRAMMING: BASIC, ASSEMBLER, ETC.
20884000000-SPREAD SHEET
20890000000-UTILITIES: BACK-UP, BATCH FILE, MENUS, OPERATING SYSTEM, RECOVERY,
SCREEN, SECURITY, VIRUS PROTECTION, ETC.
20894000000-WORD PROCESSING, TEXT EDITORS, SPELL CHECKERS

MINI & MAINFRAME:

20614000000-CABLES: PRINTER, DISK, NETWORK, ETC.
20617000000-CHIPS: ACCELERATOR, GRAPHICS, MATH CO-PROCESSOR, MEMORY (RAM & ROM)
NETWORK, ETC.
20620000000-COMMUNICATION BOARDS: FAX, MODEM (INTERNAL), ETC.
20625000000-COMPUTER SYSTEMS, DIGITAL
20628000000-COMPUTER SYSTEMS, PROCESS CONTROL
20631000000-CONTROLLERS, DISK: DISK SUBSYSTEMS, ETC.
20632000000-CONTROLLERS, LOCAL AND REMOTE
20634000000-CONTROLLERS, PERIPHERAL: PLOTTERS, PRINTERS, DIGITIZERS, ETC.
20644000000-DRIVES: COMPACT DISK, ROM, ETC.
20645000000-DRIVES: FLOPPY DISK
20646000000-DRIVES: HARD/FIXED DISK
20647000000-DRIVES, TAPE
20651000000-EXPANSION/ACCELERATOR BOARDS: MEMORY, PROCESSOR, ETC.
20657000000-KEYBOARDS
20659000000-MODEMS, EXTERNAL DATA COMMUNICATIONS
20661000000-MONITORS, COLOR AND MONOCHROME (CGA, VGA, SVGA, ETC.)
20666000000-PERIPHERALS, MISCELLANEOUS: GRAPHIC DIGITIZERS, JOY STICKS, LIGHT
PENS, MICE, PEN PADS, TRACKBALLS, ETC.
20670000000-PRINTER SHARING DEVICES
20671000000-PRINTERS, DOT MATRIX
20673000000-PRINTERS, INKJET
20674000000-PRINTERS, LASER
20675000000-PRINTERS, PEN PLOTTER
20677000000-PRINTERS, THERMAL
20680000000-RETRIEVAL SYSTEMS, COMPUTER AIDED: INDEXING, RETRIEVAL AND ACCESS
SYSTEMS (CD ROM JUKEBOX, ETC.)
20684000000-SCANNERS, DOCUMENT: HANDHELD, DESKTOP, AND HIGH VOLUME

FINET COMMODITY CODE(S):

20685000000-SCANNERS AND READERS, MAGNETIC STRIP



20686000000-SCANNERS AND READERS, OPTICAL CHARACTER: BAR CODE, REMITTANCE
SCANNER/PROCESSORS, ETC.
20689000000-STORAGE DEVICES, ELECTRONIC (DISK DRIVE COMPATIBLE)
20693000000-TERMINALS AND CRTS: DATA PROCESSING SYSTEMS
20911000000-ACCOUNTING/FINANCIAL: BOOKKEEPING, BILLING AND INVOICING,
BUDGETING, PAYROLL, TAXES, ETC.
20931000000-COMPUTER AIDED DESIGN
20938000000-DATABASE
20940000000-DESKTOP PUBLISHING
20944000000-EDUCATIONAL: FOREIGN LANGUAGES, MATH, SCIENCE, SOCIAL STUDIES, ETC.
20948000000-GAMES: ADVENTURE, BOARD, PUZZLES, STRATEGY, ETC.
20951000000-GRAPHICS: CLIP ART, DEMOS, PRESENTATION, SLIDE SHOWS, ETC.
20956000000-INVENTORY MANAGEMENT
20964000000-PERSONNEL
20967000000-PROFESSIONAL: HOSPITAL/PHARMACY, LEGAL, ETC.
20968000000-PROGRAMMING: BASIC, ASSEMBLER, ETC.
20969000000-PROJECT MANAGEMENT
20972000000-PURCHASING
20977000000-REAL ESTATE/PROPERTY MANAGEMENT
20985000000-SPREAD SHEET
20991000000-UTILITIES: BACK-UP, BATCH FILE, MENUS, OPERATING SYSTEM, RECOVERY,
SCREEN, SECURITY, VIRUS PROTECTION, ETC.
20995000000-WORD PROCESSING, TEXT EDITORS, LABEL MAKERS, SPELL CHECKERS, ETC.

OTHER:

20725270000-CLEANING KITS, COMPUTER
20737000000-CRT HOLDERS, CASES, GLARE SCREENS, LOCKS, ETC.
20742000000-DISKETTES, DISK PACKS, FLOPPY DISKETTES, LABELS, ETC.
20772000000-PRINTER ACCESSORIES: WHEELS, SHEET FEEDERS, FORMS TRACTORS,
CHEMICALS, TONER CARTRIDGES, ETC.
20787000000-TAPES, TAPE CARTRIDGES, TAPE CASSETTES, TAPE REELS, TAPE LABELS, ETC.
61056000000-RIBBONS, COMPUTER AND DATA PROCESSING, ALL TYPES
91828000000-COMPUTER - HARDWARE CONSULTING
91829000000-COMPUTER - SOFTWARE CONSULTING
98522000000-COMPUTERS, DATA PROCESSING EQUIPMENT, AND ACCESSORIES (NOT WORD
PROCESSING EQUIPMENT)